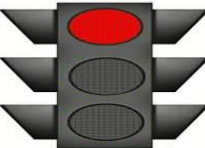



Specialty Permit Inspections Codes & Regulations

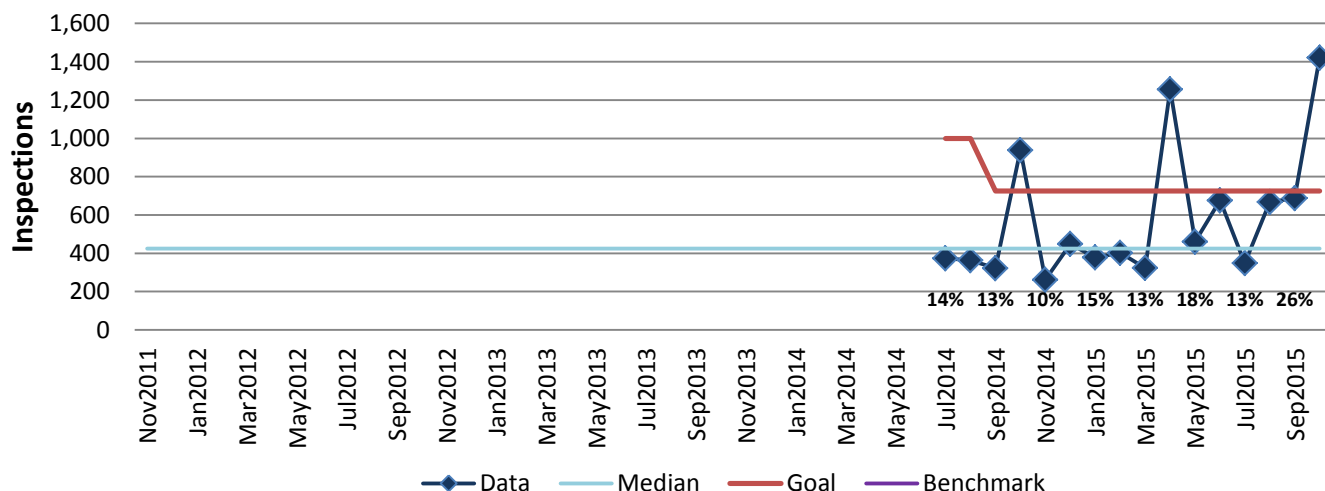


KPI Owner: T. Watkins

Process: ABC Inspections

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: TBD		Data Source: Hansen Goal Source: Department Management Team Benchmark Source: TBD	Plan-Do-Check-Act Step 4: Generate and prioritize potential solutions		
Goal: Inspect Cabs and Drivers 3 Times per year, Inspect ABC Locations and Amusement Devices 2 Times a Year, and all other licenses once a year.			Measurement Method: The number of inspections made on properties with ABC and specialty licenses in Louisville		
			Why Measure: Ensure compliance with ABC and specialty licenses		
Benchmark: TBD			Next Improvement Step: Maintain a fully-staffed unit. Emphasize Amusement Machines.		
How Are We Doing?					
Nov2014-Oct2015 12 Month Goal	Nov2014-Oct2015 12 Month Actual		Oct2015 Goal	Oct2015 Actual	
8,700	7,331		725	1,422	
Inspections	Inspections		Inspections	Inspections	

Specialty Permit Inspections



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.